

MOUNTAINLAND REGIONAL COUNCIL

May 22, 2003

Utah Valley Regional Medical Center

ATTENDEES

Anna Larson, DWS
Bryan Kessinger, DWS
Casey Peterson, DWS
Christie Hulett, Micron Technology
Myla Dutton, Community Action
Darin Peirce, Macey's Pleasant Grove
David Ostrom, DWS
Debra Van Leeuwen, Bear Creek Country
Duane Frisby, Voc Rehabilitation
Gary Ashby, Life's Story
Jared Haines, MATC
Jeffery Lindstrom, Red Lobster
JoAn Gerber, DWS
John Talcott, DWS
Julie Lay, DWS
Karen Daniels, DWS
Karen Larsen, DWS
Karen Richie, Nature's Way
Ken Fisher, Geneva Rock
Ken Walker, IHC, 1 yr
Kevin Allred, Mountainview Hospital
Kevin Crandall, Xactware, since 1999
Larry Ellertson, Lindon Mayor/United Way
Lynn Purdin, DWS
Melissa Finch, DWS Mountainland Region Director
Monteen Gordon, DWS State Council Director/Veterans
Myla Dutton, Community Action
Neal Anderson, DWS
Paul Magleby, Magleby Construction, 2 mos
Rickie Bryan, Union Representative
Rob Brems, MATC
Rod Crocket, Provo School District
Ron Tiffany, Veterans Representative, 4 yr
Shauna Mace, DWS
Steve Cuthbert, DWS
Steve White, Utah County Commissioner
Suzanne Sevier, DWS
Tim Dahlin, Park City Christian Center
Wendy Hughes, DWS

EXCUSED

Bill Hulsterstrom, United Way
Karlyn Norton, Xactware
Kelly Liljenquist, Nestles
Shara Swapp, Knaack

ABSENT

Brad Whitaker, CEDO
Debra Gately Bown, Wirthlin
Jack Trent, Wolf Electronics
Joseph Miner, Human Services
Roger Liston, The Liston Group
Shirley Giles, DO Health

GUESTS

James Robson, DWS Economist
Leslie Judd, DWS
Melissa Newberry, DWS

WELCOME

- A special welcome to Monteen Gordon.
- Thanks and appreciation to Julie Lay for the excellent coordination of this meeting.
- Because of hectic schedules and responsibilities, Curtis Bramble will not be able to attend today.

MINUTES

- There were no corrections to the March 27, 2003 Regional Council minutes.
- Gary Ashby motioned the minutes be accepted as written.
- Ron Tiffany seconded the motion.
- All were in favor.

REGIONAL COUNCIL RSVP

- Please be courteous and RSVP to Julie Lay, jlay@utah.gov, 374-7787 concerning your attendance at Regional Council meetings.
- Your response and help in getting an accurate lunch count would be appreciated.

COUNCIL ORIENTATION

- Where We Are Right now
 - www.jobs.utah.gov gives very helpful information some of which is a map showing the DWS Regions and Employment Centers throughout Utah. The five Regions (Northern, Western, Eastern, Central and Mountainland) each have a Regional Council. The Menu includes:
 - For Job Seekers
 - For Employers
 - DWS Services
 - DWS Divisions
 - DWS Information
 - Links: Jobs, Unemployment Insurance, Child Care, Economic Information, Food and Financial Help, What's New
- Mountainland Regional Council roles and responsibilities:
 - Work with the Regional Director (Melissa Finch), the Department of Workforce Services, the consortium of counties and the State Council on Workforce Services on issues requested by the regional workforce services area or the Department.
 - Determine the locations of Employment Centers
 - Develop training priorities in the Region
 - Assist the State Council to oversee regional workforce services operations and ensure that services are being delivered according to the plans.
 - Coordinate the planning and delivery of workforce services with public education, higher education, vocational rehabilitation, and human services.
 - Provide annual reports to the State Council and to other appropriate Agencies.
 - Develop a regional workforce services plan

- Where We Are Going
 - The Council is needed to help DWS reach it's vision of setting "the national standard of a high quality workforce by being the employment connection point for employers, job seekers and the community."
 - Brief feedback from the Council concerning DWS services.
 - Awareness
 - Knowledge base is increased tremendously
 - Confusing, at times, in a good way
 - Change
 - Community/Agency connectivity
 - Commitment to youth: There is a variety of successful internship training models. Within seven school districts there are sixty-four certified school counselors around the Region to help complete the intake process for each participant. A little over 2 years ago no youth were participating. Now there are 340 youth participants. Rickie Bryan serves on the State Youth Council.
 - Networking
 - Catalyst for the changes
 - Bringing and putting the right people together
 - Legislative involvement
 - The Council can identify best ways to adapt, meet changes, etc.
 - Once upon a time the "old" Job Service was viewed as an adversary, but not any more! Now DWS is a partner. The more the involvement, the more available services! The Council is probably not doing a real good job of selling DWS. This is a good group to help tell the story. –Ken Walker, Chair

MEMBERSHIP LIST

- Voting Members: Ken Walker, Kelly Liljenquist, Ken Fisher, Karlyn Norton, Deborah Van Leeuwen, Christie Hulet, Darin Peirce, Karen Ritchie, Gary Ashby, Robert Liston, Shara Swapp, Jack Trent, Tim Dahlin, Paul Magleby, Jeff Lindstrom, Bill Hulterstrom, Myla Dutton, Rickie Bryan, Brad Whittaker
- Nonvoting Ex-officio Members: Melissa Finch, Joseph Miner, Larry Ellertson, Shirley Giles, Rod Crockett, Deborah Gately Bown

TOGETHER....WE MAKE A DIFFERENCE.

- This is the title of a Community Forum on affordable housing, health care, childcare, welfare reform, livable wages and other low-income issues.
- Wednesday, June 4, 2003
- 6:30-8:00 p.m.
- Historical Utah County Building
- Grand Ballroom – 3rd Floor
- 51 South University Avenue, Provo
- Dinner and childcare will be provided to those who make reservations.
- To make your reservations or for more information, please call Mary or Linda at 373-8200 Extension 246 or 249 before 4:30 p.m. Thursday, May 29, 2003.

- Community Action Services, United Way of Utah County, Utah Issues, Utahns Against Hunger and the Utah State Association of CSBG Providers sponsor this event.

STATE COUNCIL UPDATE

- The State Council passes things unanimously. Items are worked on and then brought to the body. This is typically the way it has been done. Committees need to focus on what they were tasked to do.
- By the next Regional Council meeting, there will be a florescent green laminated card with your name on it by your nameplate. “If you do not have a green card, you cannot vote!” Non-voting cards of a different color will also be provided.
- It is very important that differences of opinion and feedback be expressed concerning issues, decisions, etc. from each Council member . This can be done without voting. Only those who are members by statute should vote. All others are not in a voting status.
- Must have a quorum to transact business.
- The new WIA has language will change the ratio of money to spend on in-state and out-of-state youth.
- Monteen’s vision of want to do:
 - Get all acronyms explained.
 - The travel curtailments are being taken very seriously. Caution will continue after June 30 to make sure travel is necessary or mandatory.
 - There are some organizational things to put in place.
 - Darin Brush is the man with the history and is a great resource.
 - The Council Manual will be updated. The next Council meeting is slated for Clearfield.
 - Council of Councils is October 9 and 10, 2003 – University Park Hotel in Salt Lake City. Mountainland traditionally has the highest attendance.
 - “I like to do things with a little bit of a party.”
 - “I hate to do things twice. Even if it takes a long time, do only once.”
 - Charts and checklists are being put together.
 - Besides director of the State Council, the other piece of State work for Monteen is Director of Veterans Services. She is a National Boards member. She is able to contact people to get answers quickly; thus, the State knows what has to be done.
 - Regional Councils are remarkable! A variety of things have been accomplished, i.e., economic development, TANF, youth; all really makes a difference. She has been given a sense of gratitude.
 - “Thank you, and congratulations for the job you are doing.”

OUTSTANDING CUSTOMER SERVICE RECOGNITION

- Kevin Crandall: Professional, interacts with the people. He has just been an outstanding member and chair of the Council. Before Ken accepted the chair position, he asked Kevin, “How much time does this take?” Kevin was very conservative with the numbers! Kevin received a standing ovation and a plaque. When asked if he had comments, he said, “This group has heard plenty from me.”
- Melissa Newberry (Jimenez), lead worker at the Provo Employment Center: very professional in actions and demeanor, organized, handles challenges in a

consistent manner, prioritizes and is a calming influence on the Team. Melissa received a congratulatory letter and clock.

- Neal Anderson is a member of the Mountainland Workforce Development Team. Perhaps no service provider takes the DWS Mission statement more to heart and incorporates it into every day work more than Neal. That statement is, *the mission of the Utah Department of Workforce Services is to provide quality, accessible, and comprehensive employment related and supportive services responsive to the needs of employers, job seekers and the community.* Neal has developed expertise of areas of employment and has worked in every aspect of supportive services. His customers consistently commended him on compassion and excellent service. Even though his job duties have changed, these same customers are still calling and thanking him. Neal is now a Business Consultant, serving high schools, commerce groups. Employers rave about his willingness to find staff. Neal and his Supervisor were enroute and had stopped at a stoplight. The driver of the car next to them rolled down his window and began talking loudly! It was one of Neal's employers who wanted to give and update on an account. The employer also expressed appreciation for Neal and said, "He will do whatever it takes to help my company." Neal also makes internal jobs fun.

MYSTERY SHOPPER UPDATES

- Jeff Lindstrom – Provo Employment Center
 - Walked in as a college graduate looking for a job and to check out the customer service. The center was busy. No one approached him, so he went to the counter and asked for help.
 - The employee was very helpful in getting Jeff on a computer, with the registration process, looking for information, etc. Jeff approached the table with slow learner questions. The employee's patience was great. Jeff felt valued when he was told that if he felt he was qualified for a job but lacked a few requirements, let them know. They could help. The employee acted professional.
- Darin Peirce – Spanish Fork Employment Center
 - American Fork EC recruited for Darin (Pleasant Grove Macey's). When Darin walked into the Spanish Fork EC, he recognized the staff. A. F. was covering the Spanish Fork EC for staff who was off site having a retreat that day! However, he found one unfamiliar face and approached Carl who was very helpful in getting Darin set up at a computer and doing job search.
 - Questions were received by the employee who was very, very helpful, patient, friendly, responsive and quick to find an answer. Darin was encouraged to inquire about additional information if he found a job but some criteria were missing. Carl said there may still be opportunities available even if did not appear so.
 - There was no mention of UI even though Darin posed as recently having lost work. Training was asked about which seemed to bring some confusion to the employee, but who offered to fax more information.
- Questions/Comments
 - How did you dress as a mystery shopper? Just as we are now, casual, tie and slacks. It seemed appropriate considering the selected scenario.

- If dressed as a homeless person, would it perhaps make a difference? The Employment Center Manager assigns the Mystery Shopper the scenario.
- It would be a good idea to ask the customer if his/her rent has been paid or if there is food to eat.
- Mystery Shopping is a valuable feedback and a great service and process.
- Next Time: **Karen Richie** and **Paul Magleby**. **Julie** will contact and send you the information.

JOBS.UTAH.GOV

- Employer advantages through self-directed include:
 - 100,000 job seekers with resumes. Some may not be active.
 - No fees.
 - Saves hours of time.
 - There are 200 employers registered on line.
- Contacts for a copy of the instructional CD, your Company Federal or Utah Tax ID numbers, assistance with posting a job, etc.
 - Neal Anderson – 400-9918
 - Casey Peterson – 400-9916

TASK FORCES

- Nursing Shortage – To Continue
 Co-chairs: Larry Ellertson and Jared Haines
 Members: Duane Frisby, Gary Ashby, Joseph Miner, Ken Walker, Kevin Allred, Melissa Finch, Shirley Giles
 Staff: John Talcott, Wendy Hughes, Heber/Park City Manager, Lynn Purdin
 Invited Members: Alene Harrison, UVSC, Stephenson Beck, DWS,
 - This Task Force has seen some remarkable work and will continue for a few months. Work is being done to prepare and present a legislative proposal that could provide long term funding.
 - Mountainland is planning to participate with Salt Lake Community College to increase capacity for nursing schools/students. Around 20 students. We are wanting part of the pilot take place in this Region – UVSC – rather than have students go to Salt Lake City.
 - ACA has a funding program working with SLCC on a pilot program. Dislocated worker is the criteria. Utah HA is working with us. The National parent company with the money is HCA, which will supply some temporary funding.
 - Final answers are not yet available.
- Internship - Complete
 - Intern information resources for employers, students and other interested parties have been created and placed on www.jobs.utah.gov under Resource Center.
 - The pathway and training are completed. Marketing materials have been developed and distributed to the Business Consultants.
 - Local businesses are not aware of the internship advantage. Interns may or may not be paid. The State is hoping keep the students working in Utah.

- Internship information will be posted in the next quarterly (July 2003) Employer Update.
- Russ Fotheringham of UVEDA is looking into County funding for an intern who would write an educational process for employers.
- Internships would be a valuable employer workshop.
- This Task Force is winding down.
- Q: When an internship is found, does DWS get any credit that will lead to an increase in staffing?
- A: Internships are measured, but it is uncertain how it plays in staffing allocation. As a Region, DWS hires interns with the Department. Karen Daniels, "I thought hiring interns would be a complicated, red tape, transition in and out problem, but it was not! It has been positive all the way around."
- Work Ready - Complete
 - The focus was on the need for a better way of assessing manufacturing training and having skills readily developed – work ready employees.
 - Not a great Mountainland budget, but arranged with Ogden to use their facility for on-site training to follow in this Valley with company on-site. This arrangement is still in process. Kelly Liljenquist will continue working with Weber Tech. The remainder of this Task Force will be dissolved.
 - Word of this training would be transferred to other companies through MATC. It would reach Summit County through employers and the on-site training.
 - Getting access a problem? It would have to be scheduled with the existing load.
 - Cost for training is to be determined.
 - Training is not restricted to food manufacturing. Simulation is a variety of techniques.
- Youth Council – Co-chairs: Rod Crockett and Rickie Bryan
Staff: Steve Cuthbert and Shauna Mace
 - Representatives from Vocational Rehab, Health, Mental Health, Corrections, Community Action, DWS, Education and others have gathered and are putting together a format of all services for ages 14-22.
 - Cross training is being done now on the common referral process. Whatever door they walk through, that Agency will know where to send them to get the needed help.
 - Concerns with Bill 154. 1) Serious changes are proposed for WIA, which may leave only 30% to in-school youth. As it stands now, the Governor could take higher education dollars and pull into WIA without any input from Education. 2) Youth Councils may be dissolved. This seems to be a major mistake.
 - Academics must be a tool for all kids. There has been a loss of vision of those who are at risk. Every young person is to meet competencies. Even with remediation, some will not meet the requirements and will drop out, be on the streets and struggle to find out what to do with life. Training, which may not be available, will be needed. Something needs to be done

to help these young people meet their goals to avoid paying more dollars to the Point of the Mountain.

- **ACTION – ALL – Attend State Board of Education Public Hearings**
 - o June through August 2003
 - o Bring attention to the Board about kids at risk that will not meet requirements.
 - o Get the Board to see the vision of the role of working together, School to Career, public support.
- **Rod Crockett: Notify the Regional Council of specific days and times for the Public Hearings.**
- New Task Forces
 - Cultural Diversity: Chair – Jeff Lindstrom
 - o Members: Bill Hulterstrom, Christie Hulet, Debra Gately Bown, Deborah Van Leeuwen, Jack Trent, Ken Fisher, Kevin Crandall, Ron Tiffany, Shara Swapp, Tim Dahlin
 - o Staff: Casey Peterson and Karen Daniels
 - Workforce Summit: Chair – Rob Brems
 - o Members: Brad Whittaker, Darin Peirce, Karen Ritchie, Karlyn Norton, Kelly Liljenquist, Myla Dutton, Paul Magleby, Roger Liston, Steve White
 - o Staff: Anna Larson, Bryan Kessinger, Dave Ostrom

TASK FORCE BREAK OUTS

- Please end at 12:10 p.m.
- There will be no further reports for today.

UTAH COUNTY FACTS

- Jim Robson – 801/526-9626 – jrobson@utah.gov
- For more information: www.jobs.utah.gov/wi
- Utah County population as of July 1: 1998 = 344,820; 2002 = 398,056
- The oil fields were not damaged. The war was for a relatively short period of time. Some of the really bad things wondered about did not happen.
- The Provo/Orem metropolitan area has been ranked as the sixth best place in the Nation for business and careers.
- The National Economic Context: Nasdaq – 2000 = 5,049, 2001 = below 2000, now = about 1500.
- Recession – preludes to difficulties:
 - Consistent manufacturing job loses
 - September 11, 2001: One percussion being big increases in insurance rates – liability, property and worker’s compensation.
 - Corporate malfeasance
 - Business investments stop, overcapacity and uncertainty
 - FUD – Fear, Uncertainty and Doubt
 - Geopolitical tensions: war in Afghanistan and Iraq, high oil prices, nuclear standoff with Korea, weak demand, no pricing power, competition, SARS, terrorism

- Super Consumer
 - Consumer prices fell in the United States in April fueling more worries about possible deflation in the world's largest economy.
 - Energy prices plunged in April and the costs of cars and light trucks fell.
 - Average interest rates on U. S. 30- and 15-year mortgages fell to new record lows.
 - Most markets saw house prices rise at least two percentage points faster than inflation.
- One way to fight deflation is to increase demand for goods – such as putting more Money in the hands of consumers or investors – to prod the economy. This seems to have been delayed because of the hope the economy will turn around by itself instead.
- The opinion of Federal Reserve System Chairman Alan Greenspan noted that the U.S. economy has been amazingly resilient in recent years, despite the September 11, 2001, terrorist attacks, wars in Afghanistan and Iraq, widespread corporate scandals, a fall in capital spending and a decline in equity prices. “Any combination of these shocks would arguably have induced a severe economic contraction two or three decades ago. Yet remarkably, over the past three years, activity has expanded, on balance – an outcome offering clear evidence of a flexible, more resilient economic system.”
- Businesses are under pressure. Increased productivity means reorganizing work, reallocating resources, applying better technology. Do we see the overtime getting larger or is it beginning to decrease? In many instances, it is easier and the employer would rather pay overtime than hire new workers. It depends on the business. Some are shutting down and moving elsewhere. Employers are in a caution mode – overtime rather than hire.
- Utah Job Growth: 1988 above 3% job growth for a decade through 1998. 6.2 %. 2001, 2002, and 2003 slowest job creation since the depression. Every State is somewhat different, but generally uniform throughout the country.
- Labor Force
 - 170,739 employed
 - 10,603 unemployed
 - 151,829 non-farm jobs
 - Government jobs are education jobs.

NEXT MEETING

- September 25

ADJOURNED

- 1:07 P. M.